From: Kris Peterson (ALLETE)
To: "Hobson, Martha"; Decker, Susan; Obe Everett; Crystal James; "Christina Veltkamp"; "Strickland, Matt J."; "Leslie Miller"; Ajit Apte; Alan Marshall; Allen Austin; Amanda Bayley; Ambuj Srivastav; Amy Schintz (MP); Hodges, Angela; Annette Lovitt; Armando Bolivar; August Lindner; Barbara Oleck; Becki Cadis; Becky Pope; Bevan Grice; Billy Von Bautista; Blanca Barajas; Brenna Martin; Brij Majano; Cathy Wylie; Chantal Nault; Charlene Ussery; Charles Lei; Greenwood, Chasity L.; Christina Waite; Christine Martinez; Dailey, Chris B. - Customer Experience Applications Program Mgr; Cindy Nelson; Clayton Mauldin; Courtney Basile; Rojas, Cynthia E.; Damien Beresfeord; Darci Miller; Darrin Duhon; Dave Manville; Dave Vogel; Dave Yeselavage; David Garcia; David Rice; David Wiedmeier; Dawn Frye; Deb Braun; Debra Walz-Burkett ; Denise Hutchinson; Diala Batshoun; Donald Case; Donald Crow; Donald Dyson; Elaine Stupi; Elena Montalvo; Elizabeth O"Conner; Evelyn Page; Flora Chang; Gabby Mendoza; Gary Jensen; Shimizu, Gayle; Gina Calabro; Amy, Glenn; Greg Lyon; Hal Hagen; Harold Concepcion; Heather Hallett; Heather Warren; Hedi Ago; Hillary Bargagliotti; Hung Nguyen; Jean Chamberlain; Jeanne Atkinson (MP); Jeff Mayne (MP); Jeffrey Lo; Jennifer Turner; Jeremy Marquette; Jerrica Simms; Garcia, Jesus J. - Director, Business Analysis; Jim Weeg; Johanna Raycraft; John J Andreasik; John Little; John Sims; Josephine A. Sassano; Josephine Barrios; Miceli, Joyce; Judith Miller; Julie O"Neal; Julie Stewart; Julien Bellorgey (julien.bellorgey@suez-na.com); Kathleen Pankoe; Kellie Reem; Kent Halder; Kevin Boutchard; Champion, Kevin; Khawer Rauf; Kristen Faulkner; Kurt Rowley; Leslie Benfield ; Linda D Beddows; Lisa Burnett; Lisa Chiasson; Lisa Holliday; Lisa Kappenman (ALLETE); Lisa Martinez; Lois Stark; Manoj Pandit ; Marge Vizcarra; Marianne Walker; Maribel Nieves ; Mary Corby; Matt Larson; Melani Chacon; Melissa Josey-White; Michael Moss; Michael Troia; Michelle Asaro; Michelle Gilchrist; Molly Cormaney; Morlon D Bell-Izzard; Evans, Nikki; Norma Palomera; Oran Weaver; Osvaldo Hernandez; Paul Mason; Paul Roller; Peggy Ellison; Penny Karagianakos; Peter Manalil; Rajani Kondury; Rajesh Prasad; Raminder Singh ; Randy Barbee; Randy Miller; Randy Vance; Ray Anderson; Raymond Kelly; Regina DeGuzman; Richard A. Reese; Robert Jones; Robin Nichols; Robin Souder; Roger Brown; Ron Fennell; Ryan Darlow; Ryan Pham; Sally Barakat; Sami Balestri; Sandra Maganas; Scott Reed; Sickler, Richard L; Stacy Smith; Stella Udumula; Rubin, Steve; Steven M Johnson; Steven Ober; Sue Twardy; Suzanne B. Hamilton; Sylvia Welch; Tammy Byrd; Tarja Nummela; Tashonda Betts; Teri Kaczmarek; Teri Sovak; Terry Vicuna (terry.vicuna@epelectric.com); Tina Bekeros; Tom Glaser; Tony Kus; Tony Mossbarger; Tony Neal; Tonya Morin; Tonya Taylor; Tricia Zacharisen; Tremble, Troy A. - Manager, Customer Relationship Systems; Vijay Suravarapu; Warwick Tichbon; Wendy Greess; William Schmidt; Yelena Figueroa
Cc: Karambir Yadav
Subject: RE: CCB V2.6
Date: Friday, February 02, 2018 12:49:17 PM
Attachments: image002.png
image003.png

[External Email - Be careful! DO NOT open attachments or click links from unknown senders or unexpected email.]

Is anyone looking at going C2M with CC&B 2.6/MDM/SGG?

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Cc: Karambir Yadav <kyadav@lwcky.com>
Subject: RE: CCB V2.6

[ALERT – External Email – Handle Accordingly]

Subject: RE: CCB V2.6

See below for answers:

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Cc: Karambir Yadav <kyadav@lwcky.com>
Subject: CCB V2.6

Hello All

Is anyone out there on CCB v2.6 or planning to upgrade to it? We are planning to upgrade to 2.6 SP1 (just came out) starting in April 2018.

If you are upgrading or planning to upgrade:

1) What were/are the driving factors? We went live with CCB v2.4 in Sept 2016. We are upgrading to have vendor support, use the out of the box integration for other software projects and to implement functions that other projects (outage management, Customer portal, mobile workforce) are dependent on (customer notification, start/stop service, etc.).
2) Did/Are you planning on doing upgrade on your own or with assistance from a firm? Assistance from a system integrator
3) What version of CCB are you upgrading from? 2.4 SP2
4) What features/functionality are looking to implement as part of the upgrade? We are doing a Technical upgrade and planning to use customer notification, start/stop service, and ping meters.
5) What challenges were realized as part of the planning and decision to upgrade? Timing of upgrade with other projects currently in flight. The number technical environments to do this upgrade as well as providing the technical environments to other projects (NMS upgrade, Customer portal, mobile workforce management, enterprise content management projects) that are reliant on CCB/MDM.
6) What services does your organization provide (Water, Sewer, Electric, Gas)? Electricity, Water, Solid Waste, Recycle and Stormwater
7) How many customers do you serve? ~440K
8) If your plans are farther along, can you please share estimated budgets (internal costs (labor) and external consulting costs), etc.? Still working that out.

If you want to discuss further, please let me know and we can schedule a 30-minute call.

Thanks in advance!

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